

Claimant Handbook



**Your Rights &
Responsibilities**



Using This Handbook

This handbook explains what you need to know while claiming Unemployment Insurance (UI) benefits. This handbook does not cover all laws and rules that affect unemployment benefits.

To protect your rights, it is important that you read and understand the information in this handbook.

You can find additional information, including laws and rules on our website:

www.Employment.Oregon.gov

Table of Contents

Section 1:

Filing for Unemployment Insurance (UI) Benefits_5

What is Unemployment Insurance?	5
What does it mean to be unemployed?	5
How do I qualify?	5
What is a base year and calendar quarter?	5
How do I file my initial claim application?	5
Wage and Potential Benefit Report	6
Customer Identification Number (CID)	6
Personal Identification Number (PIN)	6
How is my weekly benefit payment calculated? ...	7
How long do my benefits last?	7
What if I don't qualify?	7
What if I move out of state?	7
How do I change my mailing address?	8

Section 2:

Filing Weekly Claims_____8

When do I file a weekly claim?	8
How do I claim each week?	8
The Waiting Week	8

Section 3:

Maintaining Eligibility_____9

What must I do to be eligible each week?	9
What if I leave the area?	10
What if I am going to school?	10
Incarceration/prison or jail.....	10
What are my work search requirements?	10
Union members.....	11
How do I seek work?	11
WorkSource Oregon registration	12
What if I want to start my own business?	13
Claim audits	13

Section 4:

Work and Earnings Reporting_____13

Can I work and receive benefits?	13
What earnings do I have to report?	14
Do I report vacation and holiday pay?	14
How do I report my earnings?	14
How do earnings affect my weekly benefit payment?	14
What should I do when I get a job?	15

Section 5:

Payments, Deductions, and Tax Withholding _____	15
First payment	15
Payment options	15
Electronic deposit	15
ReliaCard® Visa.....	16
Child support deduction	17
Retirement deduction	17
Are benefits taxable?.....	18
Form 1099G	18
If I don't get a payment, what should I do?	18
How do I check my balance?	19

Section 6:

Denial of Benefits _____	19
What could stop or deny my benefits?.....	19
What if my benefits are denied?	20
Fraud	20

Section 7:

Overpayments and Underpayments _____	21
Overpayments	21
Underpayments	22

Section 8:

Appeals and Hearings _____	23
Appealing an administrative decision	23
Request a hearing	23

Section 9:

Stopping and Restarting a Claim _____	24
Stopping a claim	24
Restarting a claim	24

Section 10:

Employment Services, Resources, Forms and Contact Information _____	25
How can the Employment Department help me find a job?.....	25
WorkSource Oregon.....	25
iMatchSkills	25
Job Search Assistance.....	25
Oregon Labor Market Information.....	25
Career Information System (CIS)	25
Incentive Programs	26
Local Resources.....	26
Work Search Record form	27
Electronic Deposit Application	29
Equal opportunity information.....	31
Contact information.....	32

Section 1:

Filing for Unemployment Insurance (UI) Benefits

What is Unemployment Insurance?

Unemployment Insurance is not public assistance, or an entitlement program. Unemployment Insurance benefits replace part of your lost income if you lose your job through no fault of your own. **Employers pay all costs of the Unemployment Insurance program. Taxes are not withheld from employee paychecks.**

What does it mean to be unemployed?

We consider you unemployed any week that you work fewer than 40 hours and earn less than your *weekly benefit amount*.

How do I qualify?

There are two ways to qualify:

1: You must have earned at least \$1,000 in wages from employers subject to UI law AND have total *base year wages* that equal or exceed one and a half times the wages paid in the highest *calendar quarter* of the *base year*.

OR

2: If you don't qualify the first way, you may qualify for a valid claim if you have some wages and worked at least 500 hours in employment subject to UI law during the *base year*.

What is a base year and calendar quarter?

The *base year* is the one-year period your claim is based on. Your *base year* is determined by the date you file your initial claim application, not the date you become unemployed.

A *calendar quarter* is a 3-month period ending March 31, June 30, September 30 or December 31.

How do I file my initial claim application?

You can file online using the *Online Claims System* at:
www.Employment.Oregon.gov/ocs

or call the *UI Center* and file with a claims specialist. *UI Center* numbers are on the back cover of this handbook.

Wage and Potential Benefit Report

Typically your *Wage and Potential Benefit Report* will arrive in the mail within 10 days from the date you filed your initial claim. This report includes the wages reported by your *base year* employer(s) and the *weekly benefit amount* you may receive if you are eligible.

Carefully review the wages and employers reported on the *Wage and Potential Benefit Report*. If wages are missing or incorrect, follow the instructions on the form and call the *UI Center* immediately. If your benefit amount is based on wages you didn't earn, you will be responsible for REPAYING the money paid to you.

Customer Identification Number (CID)

Your *Wage and Potential Benefit Report* includes a *Customer Identification Number (CID)*. The *CID* is a unique number assigned only to you. We use it on the documents we send to you as a way to safeguard your claim and Social Security Number from identity theft.

You need your *CID* to update personal information online, such as changing your address or applying for electronic deposit. We do NOT give out your *CID*, even if you call, so please keep a record of it. You can get your *CID* by bringing photo ID to a *WorkSource Oregon* center and asking a Department representative.

Personal Identification Number (PIN)

You create a four-digit PIN the first time you use one of our automated systems. Pick a number you will remember, but others cannot guess. You will need your PIN when using any of our automated systems.

**DON'T LET ANYONE USE THE
AUTOMATED SYSTEMS FOR YOU.**

DON'T GIVE YOUR PIN TO ANYONE.

**A STATE AGENCY REPRESENTATIVE
SHOULD NEVER ASK FOR YOUR PIN.
IF THIS HAPPENS, CALL 1-877-668-3204.**

No one at the Employment Department has access to your PIN. You can change or reset your PIN through the *Online Claims System*, or by calling the *UI Center*.

How is my weekly benefit amount calculated?

Your *weekly benefit amount* is 1.25% of your total *base year wages*. Oregon law sets the minimum and maximum amounts you can receive.

How long do benefits last?

Your *benefit year* is a 52 week period that begins the first week you file. You may receive total benefits of up to 26 times your *weekly benefit amount* during this time. You can't file a new Oregon claim until your *benefit year* is up, even if you've received all of your benefits.

What if I don't qualify?

If you were unable to work due to injury or illness for the major portion of any of the *calendar quarters* in the *base year*, call the *UI Center*. It may be possible to extend your *base year* to include additional quarters.

What if I move out of state?

If you move outside of Oregon, contact the *UI Center* at (877) 345-3484 to change your address and get instructions on how to report. Keep this handbook because the same rules apply if you are out-of-state.

NOTE: You will need to register with the agency that provides job placement services in the state that you have moved to within 14 days or your benefits may be denied.

How do I change my mailing address?

Use the *Online Claims System* at:

www.Employment.Oregon.gov/ocs

or call the *UI Center*.

Section 2:

Filing Weekly Claims

When do I file a weekly claim?

You claim a week after it ends. The Employment Department uses a calendar week of Sunday through Saturday. After a week ends at 11:59 PM on Saturday, you may claim the week.

The *Weekly Claim Line* is available 24 hours a day, seven days a week. The *Online Claims System* is available seven days a week, except from 12:30 AM to 2:30 AM.

How do I claim each week?

You must claim **each week** in order to receive benefits, or to satisfy your *waiting week* requirement. Until you claim at least one week of benefits, **NO** payments or decisions will be made on your claim.

For each week you want to claim benefits, you must certify that you meet the eligibility requirements. You do this by answering questions about your eligibility for that entire week.

To claim each week, use our *Online Claims System* at:
www.Employment.Oregon.gov/ocs

or claim by phone with the *Weekly Claim Line*. Phone numbers are on the back cover of this handbook.

For a list of the weekly claim questions go online to:
www.Employment.Oregon.gov

or call the *UI Center* and ask us to mail you a copy of *UI PUB 402*.

The Waiting Week

The first week you file a weekly claim is your *waiting week*. Oregon law requires a *waiting week*. We use

it to gather information we need to properly pay benefits. It does NOT mean you should wait a week before filing your first weekly claim.

To qualify for *waiting week* credit you must:

- Have a valid claim; **claim the week**; AND meet all eligibility requirements

You will NOT qualify for *waiting week* credit if:

- You didn't claim the week; the week was denied by the Employment Department; you earned more than or equal to your *weekly benefit amount*; or you worked full-time

You will only serve one *waiting week* in your *benefit year* and you will never receive payment for that week.

Section 3:

Maintaining Eligibility

What must I do to be eligible each week?

You must be unemployed, physically and mentally able to work, available for work and actively seeking work each week that you claim. You must be willing and able to work all of the days and hours normal for the type of work you are seeking. You must stay in the area of your permanent residence for the majority of the week unless you are seeking work somewhere else.

You are required to report that you are not available for work when any condition exists that could prevent you from working, accepting work or seeking work. This includes, but is not limited to, travel, illness, injury, hospitalization, incarceration, school attendance, the loss of childcare or transportation.

You must be willing and immediately available to accept full-time, part-time and temporary work opportunities. You cannot place unreasonable restrictions on the hours you will work, the wage you will accept, or the distance you travel to work.

What if I leave the area?

If you leave the area of your permanent residence and still want to receive benefits, you must:

- Look for work in the other area
- Keep track of your work seeking activities, and
- Be willing, ready, and able to take a job in the new area

This requirement applies to everyone, even those on a temporary layoff, or who get all their work through a union hiring hall.

Leaving town for a day or two will not usually stop your benefits unless you miss an opportunity to work. If you are on vacation or traveling for reasons other than seeking work, you may not be eligible for benefits for that week.

What if I'm going to school?

Training or school attendance may interfere with your availability for full-time work. You must report any school attendance or training to the *UI Center* immediately. This includes training required by an employer. Under limited circumstances, school attendance may be approved while receiving benefits. Failure to report school or training attendance may result in a denial of benefits and the required repayment of the overpayment and penalties. (See **Fraud**)

Incarceration/prison or jail

You are required to notify the Employment Department immediately if you are incarcerated anytime during a week that you claimed benefits. Upon notification, we will stop all unemployment benefits until we are notified of your release. Failure to notify the Employment Department of your incarceration could result in overpayments and penalties. (See **Fraud**)

NOTE: We receive a weekly report from Oregon jails and match it to claim records.

What are my work search requirements?

You must seek work immediately. You must be able to work, available for work and actively seeking work during each week that you claim. This in-

cludes being available for work and actively seeking full-time, part-time, permanent and temporary work.

If you are temporarily laid-off and have a definite date to return to full-time work for your regular employer within four weeks from the last day of work, you are actively seeking work if you stay in touch with your employer. If your return to full-time work date is delayed, you must advise the *UI Center* immediately and you must begin seeking other work.

Union members

If you are affiliated with a union that does not allow you to seek work on your own, AND you get all your work through your union hiring hall, AND you are on your union's referral list, then you are actively seeking work by remaining in contact with your union each week that you claim.

If you are affiliated with a union that allows you to seek work on your own, you must seek work by contacting employers within your trade.

How do I seek work?

A key piece of your re-employment plan will be contacting employers who hire people with your experience, training and skills. Unless otherwise advised by an Employment Department representative, you must continue seeking work each week that you claim benefits, even if you are already employed part-time. Your efforts must reflect a genuine desire to obtain employment immediately.

You must complete at least **five** *work seeking activities* for each week that you claim benefits. *Work seeking activities* include, but are not limited to:

- Attending job placement meetings sponsored by *WorkSource Oregon*
- Participating in a job club or networking group dedicated to job placement
- Updating your resume
- Reviewing job placement websites or newspapers without responding to a job posting
- Making *direct contact* with an employer

Two of the five *work seeking activities* you complete each week must be *direct contact* with an employer. This means contacting them in person, by phone, by mail, or electronically to inquire about and/or apply for a job opening. You must contact the employer in the way they require.

When you claim benefits your report of *work seeking activities* must include:

- The date you completed the activity, and
- A description of the activity completed

When reporting *direct contacts*, be sure to include:

- Date of contact
- Company name, phone number and address, or online job posting ID number
- Person contacted
- Type of work or position applied for
- Method of contact, and
- Results

We have included the *Work Search Record* form in the back of this handbook to help you keep track of your *work seeking activities* each week. This form is also available on:

www.Employment.Oregon.gov

Failure to provide this information during weekly claims may result in a denial of benefits and possible overpayments and penalties.

WorkSource Oregon Registration

In order to get benefits you must register with WorkSource Oregon, enter your job seeker information into iMatchSkills®, AND meet with staff at your local WorkSource Oregon center. You are exempt from this requirement if you are union-attached, or have a definite return to full-time work date with your regular employer within four weeks from your last day worked.

Register with WorkSource Oregon at:
www.WorkSourceOregon.org

If you don't have Internet access, you can register at your local *WorkSource Oregon* center. You can't register or enter your *iMatchSkills* information by phone.

We provide the following services to you free of cost and upon request: language assistance, auxiliary aides or services, alternate formats, such as Braille, large print, audio, oral presentation and electronic formats for individuals with disabilities or individuals with limited English proficiency.

What if I want to start my own business?

You must report all self-employment activities to the *UI Center* immediately. Your involvement in self-employment could result in a denial of benefits, even if you don't earn or receive earnings. Failure to report your self-employment activities could result in benefit overpayment and penalties that you will be required to repay. (See **Fraud**)

Claim audits

Claims are randomly selected for audits each week. Auditors verify everything that affects your eligibility including work search, *base year wages*, reason for job separation, school attendance, incarceration, and earnings during any weeks claimed.

Section 4:

Work and Earnings Reporting

Can I work and receive benefits?

If you are working part-time and earn less than your *weekly benefit amount*, you may be eligible to receive benefits. You must also continue to seek, and be willing to accept permanent, temporary, full-time, and part-time work during each week you continue to claim.

You must report all work and *gross earnings* for the week in which you worked, even if you haven't been paid yet.

Gross earnings are your earnings before taxes or any other deductions have been taken out. Failure to report all work and earnings correctly, including part-time or temporary work, could result in overpayments and penalties. (See **Fraud**)

What earnings do I have to report?

You must report all work and earnings when claiming benefits. You must report any payments you receive in exchange for any services you provide or products you sell. This includes:

- *Gross earnings*
- Cash
- Non-cash payments such as room and board
- Tips, bonuses, stand-by pay, sick pay, and
- Vacation and holiday pay if you are returning to work with this employer.

Call the *UI Center* if you have questions about what to report or how to report cash and non-cash earnings. **You don't need to report weekend National Guard or Reserve Military drill pay, jury duty pay, severance pay or separation pay.**

Do I report vacation and holiday pay?

Yes. You must report all vacation and holiday pay. If you have a question about reporting your hours and *gross earnings*, call the *UI Center* immediately.

How do I report my earnings?

You report your earnings when you file your weekly claim. Keep track of your hours and earnings for each week. Report your *gross earnings* for the week you perform the work, not the week you are paid.

How do earnings affect my weekly benefit payment?

You won't receive benefits if your *gross earnings* for a week exceed your *weekly benefit amount*.

Your benefits are reduced by the amount of any *gross earnings* that are more than:

- Ten times the *Oregon minimum hourly wage*; or
- One-third of your *weekly benefit amount* (whichever is larger)

For example: If your *weekly benefit amount* is \$300, one third of that amount is \$100, so:

- If your *gross earnings* for the week are \$150: this is \$50 more than one third of your *weekly benefit amount*. Your payment for the week would be **\$250**. ($\$150 - \$100 = \50. $\$300 - \$50 = \$250$) or
- If your *gross earnings* for the week are \$90: these earnings are less than one-third of your *weekly benefit amount* so your payment for the week wouldn't be reduced.

NOTE: Even if your *gross earnings* for the week are less than your *weekly benefit amount*, you must report your *gross earnings* when you claim the week. (See **Fraud**)

What should I do when I get a job?

When you return to full-time work or earn more than your *weekly benefit amount*, simply stop claiming. If you begin to work during a week you are claiming, be sure to report your *gross earnings*, even if you haven't been paid yet.

Section 5:

Payments, Deductions, and Tax Withholding

First payment

If you meet all the eligibility requirements and file your claim each week, you should receive your first payment about three weeks after you apply for benefits. For all new claims, the first payment is usually made by paper check.

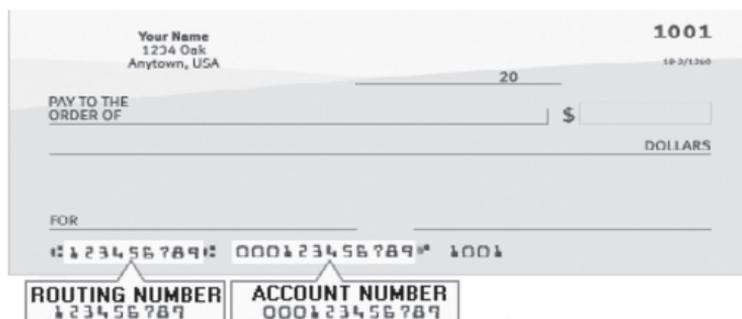
Payment options

The Employment Department pays benefits by U.S. Bank's ReliaCard® Visa and electronic deposit. **If you don't apply for payment by electronic deposit, a ReliaCard Visa will be sent to you after we issue your first payment.**

1. Electronic Deposit

With electronic deposit, we electronically transfer your *weekly benefit payment* into your checking or savings account at your bank, credit union, or savings and loan.

To apply for electronic deposit you will need your bank's routing and account numbers. Here is an example of where you can find these numbers on a check:



To apply, complete one of the following: (1) use the *Online Claims System* and select “electronic deposit” from the main menu; (2) complete the *Authorization for Electronic Deposit* form located at the back of this handbook; or (3) find the form on:

www.Employment.Oregon.gov

Mail the completed form and a voided check or deposit slip to:

**Oregon Employment Department
Records and Redeterminations Unit, Room 105
875 Union St. NE
Salem OR 97311**

or fax them to: **503-947-1355**

Important: The Employment Department has no control over your payment after it is transferred to your bank. If you have fees assessed to your account, such as garnishments or overdraft penalties, your bank may deduct those before they deposit any payment.

2. ReliaCard® Visa

With the U.S. Bank Reliacard Visa, your payments are deposited onto a prepaid debit card. This card can be used anywhere Visa debit cards are accepted.

If an authorization for electronic deposit has not been processed and confirmed prior to being approved for benefits, a ReliaCard will be issued to you when your first payment is issued. **You don't need to apply for a ReliaCard.**

Please watch for the card in the mail. It will arrive in a plain white envelope with a Fargo, North Dakota return address. Don't throw it away, even if you sign up for electronic deposit. This card is good for one year. Please keep your card for future use.

When you receive your card, call the toll-free number on the card to activate it. You will receive a *Cardholder Agreement* with the card that explains the various fees and conditions associated with it. You will also receive monthly statements from U.S. Bank with your account information.

If you have any additional questions, call Reliacard at:
1-866-276-5114.

Important Fee Information: There may be fees associated with the use of your ReliaCard. Read your *Cardholder Agreement* thoroughly, along with any additional notifications you receive from ReliaCard.

Child support deduction

If you owe child support payments and there is a court order from the *Oregon Department of Justice* requiring deductions, a percentage is deducted from your benefits each week. The deductions continue until the court notifies us to stop.

If you have questions regarding child support deductions, call the *Oregon Child Support Program* at:
(503) 378-5567 (in Salem), or
1-800-850-0228 (outside of Salem)

Retirement deduction

We may deduct retirement income from your *weekly benefit amount*.

If you apply for, are eligible to receive, or receive any type of retirement (except Social Security), or any type of disability retirement income, you must report this information to the *UI Center* immediately. After you report this information, we will mail a notice to you if we are going to deduct from your benefits. Failure to report retirement or changes in that income could result in denial and possible overpayment of benefits. (See **Fraud**)

If you receive retroactive retirement income covering a period of time for which you were also paid unemployment benefits, you will be responsible to repay any overpayments that result.

Are benefits taxable?

Yes. You may choose to have 10% of your *weekly benefit amount* withheld for federal income taxes and/or 6% withheld for state income taxes. Any taxes withheld are immediately transmitted to the Internal Revenue Service and the Oregon Department of Revenue. Changing your tax status requires a completed *Authorization for Tax Withholding (1040WH)* form. You can download the form on:

www.Employment.Oregon.gov

or, call the *UI Center* to have one mailed to you.

Form 1099-G

At the end of January, we will send you a *Form 1099-G (Statement for Recipients of Unemployment Compensation)* to your last known address. This notice states the benefits paid and taxes withheld during the previous year.

Please call the *UI Center* to change your address even if you stop claiming. This ensures the correct delivery of your 1099-G. After the end of January, you can also access your information through the *Online Claims System* at:

www.Employment.Oregon.gov/ocs

If I don't get a payment, what should I do?

If you have claimed a week but haven't received your payment, check the status of your payment with the *Online Claims System* at:

www.Employment.Oregon.gov/ocs

You can also call the *Weekly Claim Line*. Follow the instructions for checking the status of your weekly claim. Either system will tell you if the week has been paid. If the system confirms payment, please allow seven business days from the day you claimed for weekly benefits before calling the *UI Center* about a late payment. If you haven't received your first payment please refer to **First Payment** on page 15 of this handbook.

How do I check my balance?

You can track the remaining balance of your claim using the *Online Claims System*. You can also call the *Weekly Claim Line* phone system and select Option #2 to check the status/balance.

Section 6:

Denial of Benefits

What could stop or deny my benefits?

Some situations require the Employment Department to examine claims, determine eligibility or issue *administrative decisions*. They include, but are not limited to:

- Quitting a job
- Being fired from a job
- Being unable to work
- Being out of the labor market
- Attending school
- Being self-employed
- Being incarcerated
- Missing an opportunity to work
- Turning down a job
- Not seeking work
- Receiving retirement pay
- Failing to participate in the *Reemployment and Eligibility Assessment* interview
- Turning down a referral to work
- Failing to complete a full *iMatchSkills* registration
- Failing to complete enrollment activities through your local *WorkSource Oregon* center
- Being unemployed as a result of a labor dispute, and
- Weeks claimed by school employees during the summer, winter, or spring break periods or between terms

These issues will cause a stop on your claim until we make a decision to pay or deny benefits. Continue to make weekly claims during the investigation of any issue on your claim. This ensures you are able to receive payment on those weeks if the investigation results in a decision to pay benefits.

An adjudicator will usually complete an investigation within three to four weeks once you have

claimed at least one week of benefits. If they need additional information, they will contact you by letter or phone. Be sure to respond to requests immediately with complete information. Failure to respond may result in a denial of benefits. Withholding information or reporting false information to the Employment Department has serious consequences. (See **Fraud**)

What if my benefits are denied?

If you are denied benefits, you will receive a written *administrative decision* giving the dates of, and reason for the denial. Read it carefully. It will include instructions on how to file an appeal on time.

Failure to file an appeal on time may prevent you from having the original *administrative decision* changed.

If we deny your claim due to a work separation issue, because you failed to apply for a job referral or refused a job we may:

- Deny your benefits until you work and earn at least four times your *weekly benefit amount* in subject (covered) employment. The work must be done after the week you were fired, suspended, quit or failed to accept or apply for work; and
- Reduce your *maximum benefit amount* by eight times your *weekly benefit amount*.

If your benefits are denied for other reasons, such as school attendance, missed work opportunity; incarceration; hospitalization; etc. the denial lasts for the period of time stated in the *administrative decision* and/or until the condition(s) that caused the denial no longer exist.

If benefits were previously paid for any week covered by a denying decision, you are overpaid. You will receive instructions on how to pay the money back. It is your responsibility to repay any overpaid amount which may include associated penalties, fees and/or interest.

Fraud

You commit fraud if you make false statements, knowingly provide false information, or withhold

information to get benefits you are not eligible for. Failure to report all earnings while filing, and failure to report a job separation are examples of fraud.

NOTE: Only **YOU** are authorized to file your claim for benefits. Don't allow another person to file for your weekly claims including your spouse, child, parent or friend. You will be held responsible for any false information that is provided.

If you commit fraud, you could be assessed up to 52 penalty weeks and/or monetary penalties that you will be responsible to repay, in addition to repaying the fraudulently obtained benefits.

WARNING

Fraud is the intentional misreporting or withholding of information in order to get benefits. If you report incorrect information or hide information, it is probably fraud. It is against the law and you will likely be caught and punished.

If prosecuted and found guilty, you could be fined, jailed or both. If you have information about unemployment fraud, please contact us:

Email: fraudhotline@emp.state.or.us
Phone toll free: (877) 668-3204.

You may report anonymously.

Section 7:

Overpayments and Underpayments

Overpayments

If you are paid benefits to which you are not entitled, an *overpayment* is created. If you are overpaid, you will receive a notice with repayment and appeal instructions. Your notice will contain an *administrative decision*, the reason for *overpayment* and what this means for your claim. There are many reasons why a claim can become overpaid.

Some *overpayment* causes include:

- Incorrectly reported earnings on a weekly claim
- Unreported or incorrectly reported retirement pay
- Administrative, or higher level decisions reversed on appeal
- Payment made before we learn about an issue with your claim
- Misrepresentation or withholding information in order to receive benefits you were not eligible for (See **Fraud**)
- Your benefit amount is changed due to a correction in *base year wages* (if your *weekly benefit amount* goes down, you will be overpaid)
- Employment Department administrative error

If your *administrative decision* indicates you were overpaid, you must pay back the full amount. Please don't delay repayment. We use all legal collection methods including wage garnishment, property liens, interception of state and federal income tax refunds, and prosecution to recover the money.

Don't stop filing for weekly benefits just because you receive an *overpayment* notice. We can use your benefits to pay back the money you owe.

Underpayments

You are underpaid on your claim if your *weekly benefit amount* is less than the amount you should receive. This could happen if your employer paid you less than the amount you reported when you claimed a week. If you discover you earned less than what you reported, call the *UI Center*. We may be able to adjust your payment.

If you are underpaid for other reasons (for example: discovering additional *base year wages* that increase your *weekly benefit amount*), we will adjust your benefits and pay the additional amount.

Section 8: Appeals and Hearings

Appealing an administrative decision

Any time we reduce or deny your benefits, we mail you an *administrative decision*. If you don't agree with the outcome of the *administrative decision*, you have the right to have it reviewed through the appeals process. Your employer has the same right in some situations if a decision allows benefits.

If you appeal an *administrative decision*, **continue to file for benefits each week**. If you don't claim each week while your appeal is pending, you may not be paid for those weeks, even if the appeal is decided in your favor.

Administrative decisions mailed from the Employment Department include a form you can use to request a hearing. It includes instructions for filing a timely appeal. **Administrative decisions become final 20 days after we mail them, so don't wait to file an appeal if you want a hearing.** Failure to file a timely appeal may prevent you from having the original *administrative decision* changed.

Request a hearing

You may request a hearing by mailing or faxing the form to the *Office of Administrative Hearings*, or by calling the *UI Center*. We will provide you with language interpretation and disability accommodations upon request, at no cost.

If you send a written request through the U.S. Postal Service, it must specifically state that you are requesting a hearing and include:

- Your Social Security Number or your *Customer Identification Number(CID)*,
- The *administrative decision* number, and
- The mailing date of the *administrative decision* you are appealing.

Please notify both the *Office of Administrative Hearings* and the *UI Center* if your address or phone number changes after you request a hearing.

More information about hearings and the appeals process can be found at:

www.oregon.gov/OAH

Section 9: Stopping and Restarting a Claim

Stopping a claim

When you return to full-time work, or earn more than or equal to your *weekly benefit amount*, simply stop claiming weekly benefits. If you began work in the last week you are claiming, be sure to report your *gross earnings*, even if you haven't been paid yet.

The Employment Department will automatically stop your claim if you:

- Earn more than or equal to your *weekly benefit amount*;
- Work full-time or stop claiming for one week or more; or
- Report no earnings after a week that you reported some earnings

If your claim was stopped, you must restart your claim in order to receive benefits. Remember your claim is good for 52 weeks. Stopping your claim during that 52 week period will not cancel your claim.

Restarting a claim

If your claim was stopped because you returned to work, you can restart your claim by using the *Online Claims System*, or by calling the *UI Center*. If you have no earnings to report, and your claim was stopped, you need to contact the *UI Center* so a claims specialist can restart your claim.

Restart your claim during the week you want to begin claiming. Be prepared to provide employer information if you have worked since you last claimed. This includes the dates worked; the names, phone numbers and addresses of your employer(s); and your *gross earnings* from those employers. Once you have restarted your claim, remember you must also claim the week after it is over.

Section 10:

Employment Services, Resources, Forms and Contact Information

How can the Employment Department help me find a job?

The Employment Department is a partner of *WorkSource Oregon*, a network of local and state service providers that assist job seekers with a variety of employment and training services. Help is available at no charge to you at *WorkSource Oregon* centers statewide.

WorkSource Oregon

Find center addresses at:

www.WorkSourceOregon.org

or in your local phonebook.

iMatchSkills

This online job-matching tool uses your skills and work history to find potential work. The more details you supply, the better *iMatchSkills* can assist you.

Find *iMatchSkills* at:

www.iMatchSkills.org

Job Search Assistance

- Assistance for military veterans
- Resume and cover letter resources
- Interview and job search information
- Books, self-help guides and videos

Oregon Labor Market Information

- Find career, wage, occupational and industry information
- Access job listings and labor trends
- Workforce and Economic Research publications
- Search businesses and industries in five western states at:

www.QualityInfo.org

Career Information System (CIS)

- Take assessments to find out what occupation is the best fit for you
- Learn about careers, schools and financial aid

Incentive Programs

- Work Opportunity Tax Credit
- Welfare-to-Work Tax Credit

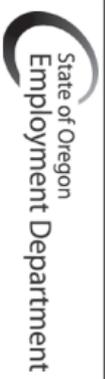
Local Resources

- Local training providers
- Skill and career assessment
- Services for people with disabilities
- Help for workers unemployed as a result of foreign trade
- Migrant and seasonal farmworker services

Work Search Record

Keep a record of your job contacts to assist you when claiming each week.

Date	Work Seeking Activities



Authorization for Electronic Deposit

 Start Terminate

Name: (please print)	Social Security Number:	BYE: (office use)
Financial Institution:	Branch Telephone Number:	
Branch Address:	City, State:	Zip:
<p>I authorize the State of Oregon Employment Department to electronically deposit weekly payments in the above named financial institution. I authorize the above named institution to accept and distribute said funds in the manner designated by me.</p>		
<input type="checkbox"/> Checking (please attach a voided check)	Bank Routing Number:	
<input type="checkbox"/> Savings (please attach a voided deposit slip)	Personal Account Number:	
<p>I understand that this authorization overrides any previous authorization, and remains in effect until the Employment Department receives written notification from me to terminate, or one year has passed since I last claimed. If I am receiving benefits when my claim expires, and file a new claim or extension effective the next week, this authorization continues until the subsequent claim or extension expires.</p>		
Signature: (required)	Date: (required)	

Please print clearly and use regular blue or black ink

Did you remember to:

- Sign and date the form?

Please mail or fax this form with a voided check or deposit slip to:

When the Employment Department discontinues the use of paper checks, payments will be issued by ReliaCard® Visa until the account is verified.

**Employment Department
Records & Redeterminations – Rm 105
875 Union Street NE
Salem, OR 97311
Fax: (503) 947-1335**

Equal Opportunity is the Law

It is against the law for the Oregon Employment Department (a recipient of Federal financial assistance) to discriminate on the following bases: against any individual in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA) on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such program or activity.

The following services are available free of cost, upon request: Auxiliary aids or services, alternate formats, such as Braille, large print, audio CD or tape, oral presentation, and electronic format to individuals with disabilities, and language assistance to individuals with limited English proficiency. To request these services contact your local *WorkSource Oregon* center for assistance.

What to do if you believe you have experienced discrimination

If you think that you have been subjected to discrimination under a WIA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either: the recipient's Equal Opportunity Officer (or the person whom the recipient has designated for this purpose); or The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, D.C. 20210. If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above). If the recipient does not give you a written Notice of Final Action within 90 days of the date on which you filed your complaint, you don't have to wait for the recipient to issue that notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient). If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Weekly Claim Line Numbers

Bend, Madras, Prineville, Redmond	541-388-4066
Dallas, Salem local area	503-375-7900
Newberg, Portland, Woodburn	503-224-0405
All other locations (800) 982-8920	

TTY Relay Service - 711
www.SprintRelayOnline.com

Online Claim System
www.Employment.Oregon.gov/ocs

UI Center
PO Box 14135
Salem, OR 97309-5068
Fax: (866) 345-1878

Metro / NW Oregon
Portland (503) 451-2400

SW Oregon
Eugene (541) 686-7800

Eastern / Central Oregon
Bend (541) 388-6207

If you live outside of Oregon, and don't
commute to Oregon to work,
call the *UI Center* at:
(877) 345-3484